

# Water price review 2018

## Submission received through Engage Victoria

Date submitted: 16 January 2018

Water business: South East Water

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From 6 December 2017, we began accepting submissions on our 2018 water price review via Engage Victoria ([www.engage.vic.gov.au](http://www.engage.vic.gov.au)). On this website, people were given the option to send us general feedback or respond to a set of questions we provided.

This submission responds to those questions.

1. What do you think of the prices proposed by the water business?
2. What do you think of the proposed outcomes?
3. Are there any other customer outcomes or issues we should consider?

*The water supply Industry needs to have a greater understanding about the number of dwellers within a residential premise. For example, an account holder with a family of 6, their water bill indicates in the break down they as a home are using water respectively & smart.*

*But the Water Industry has not understood on the one account 6 dwellers, otherwise looking at the bill we would have been as the diagram being water wise, we were using under the "daily water average" per person and very close to the target, but because there is only one person's name on the account it's assumed that the "daily water average" is based on; not six but one person. setting the steps, 2, 3, 4 for their per person unjust.*

*this industry is the only industry I know that charges account holders penalties for having spouse/children.*

*i.e.- account holder @\$2.66 per kl (penalty being spouse & 4 children @\$3.24 or and @\$3.86 per kl)*

*Essential Services Commission target 155 liters per day per person?/ We 156.4 liters per day per person the bill does not reflect that.*

*Please link Essential Service suppliers with gov.info on hearsay account holders dependent occupants for Essential Services.*

4. What do you think of the proposed guaranteed service levels?
5. Do you have any comments on the proposed major projects?
6. Is there anything else we should consider as part of our price review process?